

# AWARD® supports selection process for Criminal Justice Project as part of UK Government eSourcing initiative

## Customer profile

The Office for Criminal Justice Reform (OCJR) is the cross-departmental team that supports all criminal justice agencies in working together to provide an improved service to the public. OCJR reports to Ministers in the Home Office, Department for Constitutional Affairs and the Office of the Attorney General. Its goal is to deliver the National Criminal Justice Board's vision of what the criminal justice system will look like in 2008 – 'joinedup justice'.

OCJR is specifically responsible for delivery of the cross- Criminal Justice Reform Public Service Agreements (PSAs) to bring more offences to justice and to raise confidence in the criminal justice system. OCJR builds on the work of its predecessor, the Criminal Justice Group, in driving forward improvements in the Criminal Justice Reform programme.

## Project overview

This aim of developing a prototype Criminal Justice Management Information System (CJ MIS) is to deliver an effective performance management system to the 42 local Criminal Justice Boards (CJBs) in England and Wales. It will be fully implemented in late 2006. PSAs are performance targets that are set centrally for all government departments. For the Criminal Justice System, three key high-level targets are distilled into supporting targets that relate to local performance in the 42 local CJBs. In essence, the goal is to integrate central policy and local service delivery to ensure targets are met. The purpose of this project was to procure a prototype performance management system that supported the achievement of these targets. The prototype system would include a combination of software and services. To improve the process of supplier selection, the project team shortlisted six government-approved suppliers. Responses were received from two bidding organisations including one consortium of two suppliers.

## Project procurement challenges

The key challenges that for the OCJR project team were:

- The project was challenging to scope
- Effective delivery of the project required a supplier who could work in an innovative and agile manner and contribute to the prototyping process
- The need to find a supplier with whom the project team could work effectively
- There were a large number of stakeholders - including the three core government departments, the local boards and the central analytic functions within each of the stakeholder groups
- Very tight time pressure

## Role and value of Commerce Decisions and AWARD®

Commerce Decisions were engaged as the ITT was issued to the six potential suppliers. AWARD® was set up so that all the responses could be managed using existing evaluation criteria.

The AWARD® tool was used to assist in developing the scoring criteria. The UK Government eSourcing service assisted the procurement team, allowing over 10MB of data to be released to suppliers via the Home Office



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eSourcing portal. Suppliers were able to submit clarifications via the portal as well as their final proposals.

The bids, which consisted of over 19MB of data, were returned via the Home Office eSourcing portal and then loaded into AWARD®. There were 15 evaluators and many of them worked remotely. Using AWARD®, which is a web-based solution, allowed them to complete their evaluations

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**Jo Jones**  
OCJR MIS Project Manager



wherever they were located, saving a great deal of time and reducing costs.

“Being able to split the evaluation process up and provide the evaluators with only the sections that they required saved us a great deal of time and sped up the whole evaluation process. From my perspective, the availability of the bids online and the capability to cut and paste supporting documentation against specific scoring enabled me to see supporting evidence behind decisions that had been made,” said Jo Jones.

### What the evaluators had to say

Comments from some of the evaluators themselves supported the project manager’s view.

“This is the first procurement exercise I have been engaged in. It involved a large number of people in different places, looking at a great deal of material with many different requirements. The tool helped to organise this evaluation. It made it easy to see requirements, proposals, and score criteria in one place; to switch between proposals and requirements and to record comments, save, and return to the tool later and pick up easily where I left off. It also made building a consensus much easier.

Overall, it made a very challenging task straightforward,” said Tony Rafter, Project Business Lead, OCJR.

“I thought the tool was a big advance on using Excel spreadsheets, as we did on a previous project, where I often got confused with which file version I had last used or whether the most recent was on my home machine. It was great to have a clear view of what questions I needed to answer (on the last project I ended up answering loads I didn’t need to). Also, having the text of the question in front of me while marking made the paperwork less onerous,” said Louise

Tolman, Project Technical Evaluator, OCJR. “Having the marking guide to hand on every question was a bonus too. I’d hate to go back to the bad old days of Excel if I ever have to do an evaluation again!”

### OGC eSourcing managed service

Commerce Decisions provided the eEvaluation functionality AWARD®) for the OGCBuying. solutions e-Sourcing framework agreement, which delivered e-Sourcing managed services to the UK public sector.

“This framework agreement gives government access to the best resources available in support of electronic sourcing,” said Barry Donovan, Director of eCommerce at OGCBuying.solutions. “Public sector procurement staff now have a very effective tool to help achieve value for money, and will be able to transact more effectively with the supply market.”

OGCBuying.solutions, launched in April 2001, provided public sector procurement professionals with a route to the products and services they need in order to maximise procurement efficiency and value for money.



Note: OGCBuying.solutions is now Crown Commercial Services (CCS).

AWARD® and associated services are available via the CCS GCloud framework.

Although criminal justice is still looked after by the Ministry of Justice, the Office for Criminal Justice Reform has now closed.

### AWARD® Benefits

AWARD® delivers a transparent audit trail that underpins the bidder debriefing process and manages any challenges to the outcome of the procurement.

AWARD® is highly flexible, enabling full integration of the tender requirements and policies.

AWARD® enables project users to be managed centrally, optimising the time spent on evaluating suppliers.

AWARD® is delivered via a security accredited hosted service. Users can access AWARD® from any workstation with an internet connection and web browser.

Powerful reporting capabilities allow a range of selected reports to be generated quickly and tailored to your project.

Enhanced controls allow better management of tender stages leading to efficiencies and on time project delivery.

AWARD® provides a structured and compliant approach to the execution of a procurement.

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**Jo Jones OCJR MIS Project Manager**